

## SUMMER 2018 NEWSLETTER

### Your Information, Your Rights

We have updated our Privacy Notice. The changes have been made in order to comply with the General Data Protection Regulations (known as GDPR), which gives you more control over how your data is used and how you are contacted. Our new Privacy Notice will also tell you more about how we use your personal information and help you understand your rights regarding personal data. You can view our Privacy Notice on our website [www.umsuea.co.uk](http://www.umsuea.co.uk) > confidentiality.

### Text message appointment reminder service

We operate an appointment reminder service in the form of a text message to your mobile phone where you should receive a text up to 24 hours before with your appointment details on. If we have your mobile number already, you have consented to be registered to receive these reminders, but if you would prefer to opt out of this service, please let us know.

### ! Exams - Special Conditions & what to do if you are ill during exam period

If you require special conditions for your exam(s) eg; extra time for breaks due to a medical condition, please complete the [online medical certificate request form](#) **least 4 weeks before your exams are due to start.**

If you feel that a significant illness has affected your exam revision, please complete the [online medical certificate request form](#).

If you need to miss an exam due to illness, you must attend the medical centre **ON THE DAY** of the missed exam. Please ensure you tell reception that you have an exam.

**IMPORTANT:** All students (irrespective of whether you are registered with us or not) must come to the medical centre and see us (on the same day) if they are going to miss an event assessment, which include;

◆ Examinations ◆ Course Tests ◆ OSCEs (medical students) ◆ OSPEs (pharmacy students)

Visit our website [www.umsuea.co.uk](http://www.umsuea.co.uk) and click on 'exam/event assessment' for further information

### Are you going home for summer? Do you know what to do if you need to see a doctor whilst away from UEA/Norwich?

If you need to seek medical assistance from your 'home' GP whilst you are away from Norwich for summer vacation (but due to return to UEA in Autumn) then **we advise that you do not register with them - instead, ask to be seen as a temporary resident.** This means you can still be seen whilst at home, but your main GP is at the UEA Medical Centre with all your medical records. If you do register with your 'home' GP, then you will need to re-register with us when you come back, and your medical records may be delayed in transit. Visit our website for further information.



### ! Medication over Summer Vacation and Review Dates

If you are leaving Norwich for summer vacation (but returning in Autumn) make sure you have enough medication to last you until your return. If you need an appointment to see a doctor or a nurse for a prescription that is not on repeat, or if your medication review date is overdue, don't leave it until the last minute to book your appointment!

If you take regular medication, you will need to have a review on a regular basis - even if the prescription is on as a 'repeat' medication. How often you have a review depends on each individual and the type of drug. You will notice when you get your prescription, a 'review date' and you must book an appointment before this date to ensure continuity of your medication is not interrupted. **This is your responsibility.** If you are signed up to Electronic Prescribing (see below) ask the pharmacist of your review date.

It is a very busy time of year for us, so phone 01603 251600 and make an appointment in advance if your medication is not on repeat. The contraceptive pill cannot be requested over the phone/online – you will need to see a nurse for a repeat prescription of this. Please note: If you are on Dianette contraceptive pill, you will need to see a doctor.

## ! Are you awaiting a referral to a Doctor/hospital?

If you are expecting a referral, but are not going to be in the Norwich area for the majority of summer vacation, please make sure you let the doctor know which hospital you would like to be seen and treated at. Please note: If you require any follow up appointments, these have to be done at the same hospital you were initially referred to, so you may have to travel further afield during treatment if you decide not to be seen in the Norfolk locality.

## Is your course soon to finish? Are you leaving the UEA?

Congratulations if you have finished your course! If you are no longer studying at the UEA, it does not mean you have to register with a GP elsewhere. As long as you are still living in Norwich (and within our practice boundary) then you can continue to remain registered here if you wish. Just make sure you update your email address with us (if we have your UEA one on record as this will be deactivated) and your other contact details are correct. You can email [umsuea@nhs.net](mailto:umsuea@nhs.net) with details, but remember to state your full name and date of birth on the email for verification.



### Student sickness certificates

We produce medical certificates to provide evidence in support of students requiring extensions or who have extenuating

circumstances.

An 'extenuating circumstance' is a factor outside the student's control which affects an assessment such as; coursework, written assignment, dissertation, project or presentation.

To request a medical certificate, please complete the online form <http://www.umsuea.co.uk/page1.aspx?p=3>

#### Please note the following;

- Students **must** self-certify their first episode of illness in each academic year. Forms are available to download from [www.uea.ac.uk/learningandteaching/students/forms](http://www.uea.ac.uk/learningandteaching/students/forms) (For 2018/19, students will be able to self-certify twice)
- Certificates will only be provided where there is **sufficient medical evidence** and that it is **likely to have affected studies**
- There is **no guarantee** that the doctor will provide a certificate
- **Medical certificates cannot be arranged during a doctor appointment** and if you ask a doctor for a certificate during a consultation, they will direct you to complete the on-line form. *The urgent doctor is for urgent medical problems requiring immediate treatment. A medical certificate is not considered an urgent medical problem.*
- Completed certificates are emailed directly to your Hub within 10 working days

For further information and to download forms, visit our website [www.umsuea.co.uk](http://www.umsuea.co.uk) > Reports & Certificates



## Sexual Health Services

We offer support, advice and STI (sexually transmitted infection) screening for men and women. If you would like to see a sexual health nurse for whatever reason, call reception and ask for a **NURSE B** clinic appointment. All our services are confidential, non-judgmental and open to all.

## ! Emails sent to the Medical Centre

**IMPORTANT:** We do not conduct email consultations and will not be able to assist with medical problems by email, unless the doctor has specifically requested information from you by email; if this is the case, these will be dealt with in a normal administrative timeframe of up to 10 working days.

If you have a query or concern regarding your healthcare, please contact reception on 01603 251600 to make a GP appointment. You can ask to see the urgent doctor if you feel your medical problem cannot wait for a routine appointment.



To request a medical certificate, visit our website [www.umsuea.co.uk](http://www.umsuea.co.uk) > Reports & Certificates for full info.



## Online Appointment Booking/Ordering Repeat Prescriptions; quick & easy!

Did you know you can book/cancel/manage your appointments online, update your address and order repeat prescriptions?

You can do all this via our website and/or smartphone app. It's quick and easy to use – **To sign up, please contact [umsuea@nhs.net](mailto:umsuea@nhs.net) with your name, date of birth and current address to receive your registration instructions.** You can book appointments up to four weeks in advance. Visit the app store from your mobile, search 'Patient Access' app, download, sign in and away you go! Easy access to our appointment system and ordering medication.

#### Patient Access Download Links:

Google Play:

<https://play.google.com/store/apps/details?id=uk.co.patient.patientaccess>

iTunes: <https://itunes.apple.com/gb/app/patient-access/id612905214?mt=8>

## Can't attend your appointment? Please let us know!

In April 2018, we had the equivalent of 62 hours (yes... hours!) of appointments wasted, by patients who do not arrive (DNA) and/or do not cancel their appointment if it is no longer required. If you cannot attend a doctor or nurse appointment for any reason, please inform us as soon as possible in order for us to give the slot to someone else. We would appreciate at least 24 hours notice to cancel any appointment, but you can cancel at any time.

You can cancel your appointment in any one of the following ways:

- **Phone:** 01603 251600
- **SMS Message:** If you have received an SMS reminder about your appointment, follow the instructions to cancel
- **Online:** [Patient Access System](#)



## Travel Services...planning to go on holiday soon?

Whether you're off on a package holiday to relax, trekking through the Amazon, on Safari in Africa or exploring the world, our fully qualified and experienced Travel Health nurses can give you expert advice on staying healthy and safe abroad. The travel clinic offers:

- Full travel risk assessments and advice
- Travel vaccinations
- Registered Yellow Fever Centre
- Malaria prophylaxis
- Free parking

Appointments are available throughout the week and you should aim to book your first appointment at least 8 weeks before you are due to travel. We do not give travel advice over the phone.

Your initial appointment will be for 30 minutes and the specialist nurse will run through a personal assessment of risks/needs, taking into account your length of stay, activities and any existing health problems. This assessment will determine which vaccinations/medication you require. Subsequent appointments are usually 15 minutes.

## Enjoy the summer sunshine safely. Protect yourself from sun damage

Summer is nearly here! Enjoy the sunshine safely and don't let sunburn catch you out. Most skin cancers are caused by over exposure to ultraviolet (UV) rays from the sun or sun beds. For a happy, enjoyable summer in the sun remember the following: **You should check your skin regularly for changes. If you have any concerns, do not delay making an appointment to see a doctor as soon as possible.**

- Spend time in the shade between 11am and 3pm when the sun is at its strongest
- Make sure you never burn
- Try to cover up with T-shirt, hat and sunglasses
- Always use a sun protection factor (SPF) 15+ screen/cream
- Remember to take extra care with children
- For further information visit [www.sunsmart.org.uk](http://www.sunsmart.org.uk)

## Feeling unwell? Not sure what to do or where to go?

These days there are lots of choices within the NHS. Making the right choice, at the right time will help you get the best possible treatment appropriate for your condition at that time. To help you decide, we have devised a list of services available;

<p><b>Self-care</b></p>	<p>Best choice of treatment for very minor illness and injuries, such as coughs, colds, sore throats, cuts, bruises etc. Keep a well-stocked medicine cabinet with;</p> <ul style="list-style-type: none"> <li>- Paracetamol or aspirin</li> <li>- Indigestion remedy</li> <li>- Plasters and a thermometer</li> <li>- Anti-diarrhoeal medicine</li> <li>- Rehydration mixtures</li> </ul>
<p><b>NHS 111</b></p>	<p><b>Telephone 111</b> This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. Confidential health advice and information <a href="http://www.nhs.uk/111">www.nhs.uk/111</a></p>
<p><b>Pharmacy</b></p>	<p><b>Telephone 01603 505629</b> UEA Boots Pharmacy is the nearest to the UEA Medical Centre - located on campus, next door Mon to Fri 08:30-18:00hrs Sat 08:30-12:00hrs, Sun closed</p> <p>You can visit any pharmacist when you have a common health problem that does not require being seen by a doctor or nurse. They can provide advice on common illnesses such as coughs and colds, including the best medicines to treat them.</p>
<p><b>GP Surgery</b> (UEA Medical Centre)</p>	<p><b>Telephone 01603 251600</b> Open Monday to Friday, 08:30-18:30hrs For urgent medical attention (non-life threatening) For illness and injury that will not go away Doctors and nurses available, pre-bookable and urgent on the day appointments <a href="http://www.umsuea.co.uk">www.umsuea.co.uk</a></p>
<p><b>Out of Hours Service</b></p>	<p><b>Telephone NHS 111</b> To be used when the UEA Medical Centre is closed (evenings &amp; weekends) For urgent medical attention (non-life threatening)</p>
<p><b>Accident &amp; Emergency</b> (Hospital A&amp;E)</p>	<p><b>Telephone 999</b> <b>A&amp;E departments should only be used in critical or life-threatening situations</b> They provide immediate emergency care for people who show symptoms of serious illness or are badly injured. This includes;</p> <ul style="list-style-type: none"> <li>· Unconsciousness</li> <li>· Heavy blood loss</li> <li>· A deep wound or stab</li> <li>· A suspected heart attack or stroke</li> <li>· Difficulty in breathing</li> <li>· Severe burns</li> <li>· Severe allergic reaction</li> <li>· Suspected broken bones</li> </ul> <p>Your nearest A&amp;E department is at; Norfolk &amp; Norwich University Hospital, Colney Lane, Norwich, NR4 7UY, 01603 286286 <a href="http://www.nnuh.nhs.uk">www.nnuh.nhs.uk</a></p>

Ref: Mr/OT

If you no longer wish to receive the UEA Medical Centre Newsletter, please reply to this email with 'unsubscribe' either in the subject or message body.

